11 December 2025

Thursday 11 December 2025

Quote from attendee:

“The open, honest communication has been fantastic. Everyone’s values and opinions have been welcomed and respected.” – A working group member’s reflection.

What we talked about

Topic 1: Our journey so far

- A recap of the Navigator Co-design Working Group’s (working group) work plan since being established in October 2024 and how their insights have contributed to co-design and engagement activities to support the development of the proposed future navigator service design.

Topic 2: The journey ahead

- Planning for the future.

Topic 3: Working group reflections

- What worked well, what could be improved in how the working group operates.

Topic 4: Member reports

- On the ground feedback from working group members.

What we heard

Our journey so far

We talked about what the National Disability Insurance Agency (NDIA) and the working group have done together since the working group started in October 2024.

- The working group’s expertise and insights have been important in guiding the NDIA’s recent navigator co-design and engagement activities.

- This guidance has included advice on the questions asked of stakeholders and identifying different groups to consider meeting with.
- The group ensured accountability for these engagements and validated the insights we shared with them.

The journey ahead

- The working group supported planning for the next round of engagement on future navigator service design.
- Members wanted to meet early in the year to stay aligned with NDIS changes. The sector co-chair suggested an out-of-session meeting in January 2026, before the proposed meeting in March 2026. Members welcomed this suggestion.
- The next phase of NDIA engagement and consultation is likely to focus on market design.

Working group reflections

- Members felt the group had been respectful, collaborative, committed, engaged and flexible in their contributions to the co-design and engagement process.
- Members felt the broad representation from Disability Representative and Carer Organisations, Independent Advisory Council and Reference Group members and participants enriched the working group.
- The working group acknowledged the support and leadership of the sector co-chair and the NDIA Co-design Branch.
- Members said areas to improve included using words and terms that are easy to understand and avoiding jargon and acronyms.
- Members asked for more frequent meetings and a consistent NDIA co-chair for the group, if possible.

Member reports

Members were concerned about:

- Communication with participants about plan funding for support coordinators, and whether this is impacted by a potential future navigator service.
    - The NDIA confirmed there are currently no changes to how planners make decisions about support coordination funding and will look to communicate this again with service delivery staff.
- Support coordination providers exiting the market in Western Australia.
    - No decisions have been made yet by Government about the potential future model for the navigator service, as well as implementation or transition timelines.

What we agreed on

- Members will share additional reflections about the working group to the Co-design Branch.
- The next working group meeting was suggested for March 2026. The Agency and Sector co-chair will discuss the possibility of an out-of-session meeting in January

Next meeting

March 2026 with the specific date and time to be confirmed.

Who we met with

The Navigator Co-design Working Group members (including Participants, Disability Representative and Carer Organisations, and Independent Advisory Council members).

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